



## **NEW ACCOUNT SETUP FOR CUSTOMER PORTAL**

1. Go to <https://my-cppll.sensus-analytics.com/>.

**GET TO KNOW YOUR H<sub>2</sub>O**  
CITY OF COPPELL

### City of Coppell Customer Portal

**Please Sign in**

Need Help? Call us at (972) 304-3695 or email us at [H2oBills@Coppelltx.gov](mailto:H2oBills@Coppelltx.gov).

**Email Address**

**Password**

Show password

**Sign in**

[Forgot password?](#) [Need to set up an account?](#)

2. Scroll down to the bottom and click on *Need to set up an account?*.

**GET TO KNOW YOUR H<sub>2</sub>O**  
CITY OF COPPELL

## City of Coppell Customer Portal

**Please Sign in**

Need Help? Call us at (972) 304-3695 or email us at [H2oBills@Coppelltx.gov](mailto:H2oBills@Coppelltx.gov).

**Email Address**

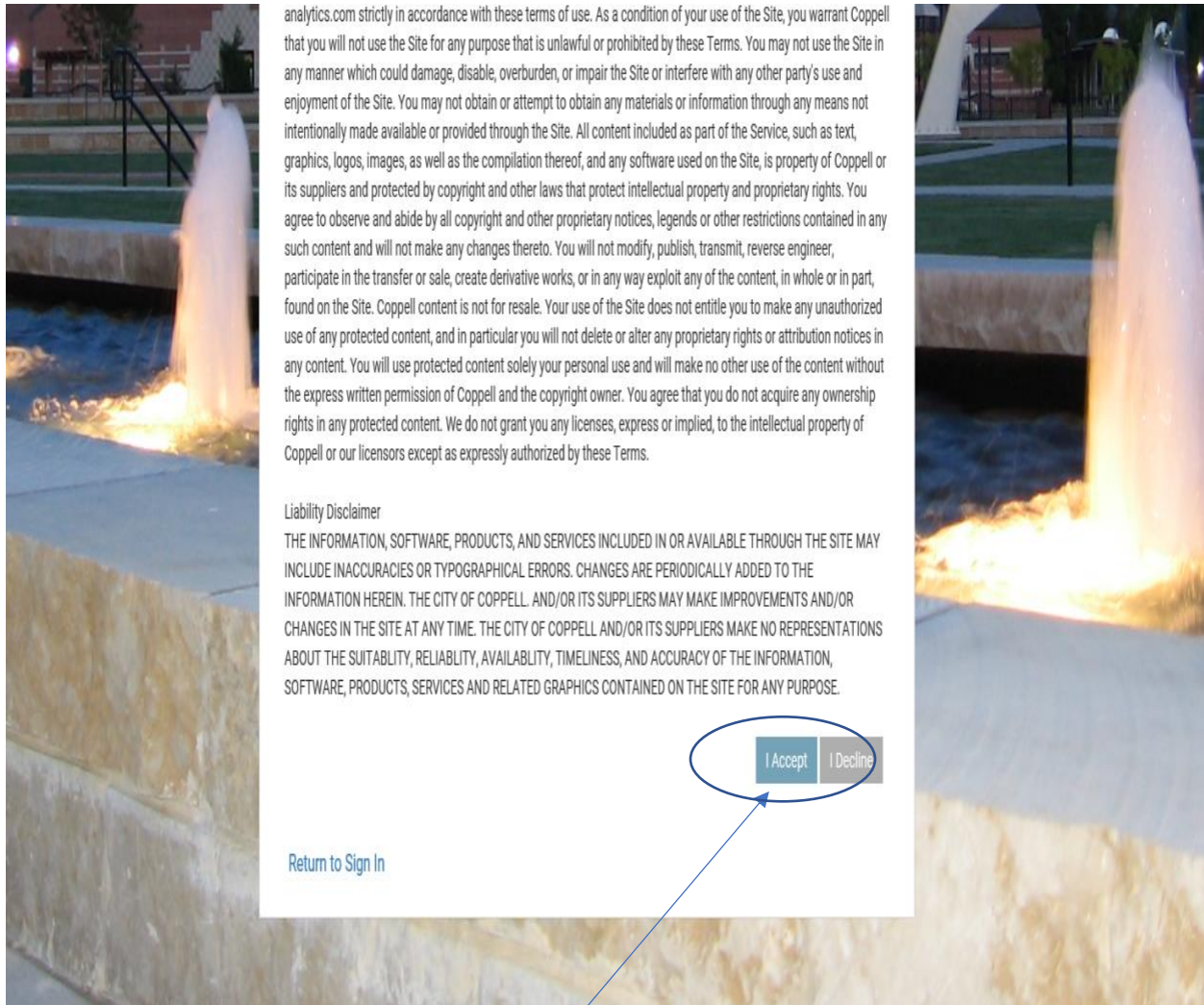
**Password**

Show password

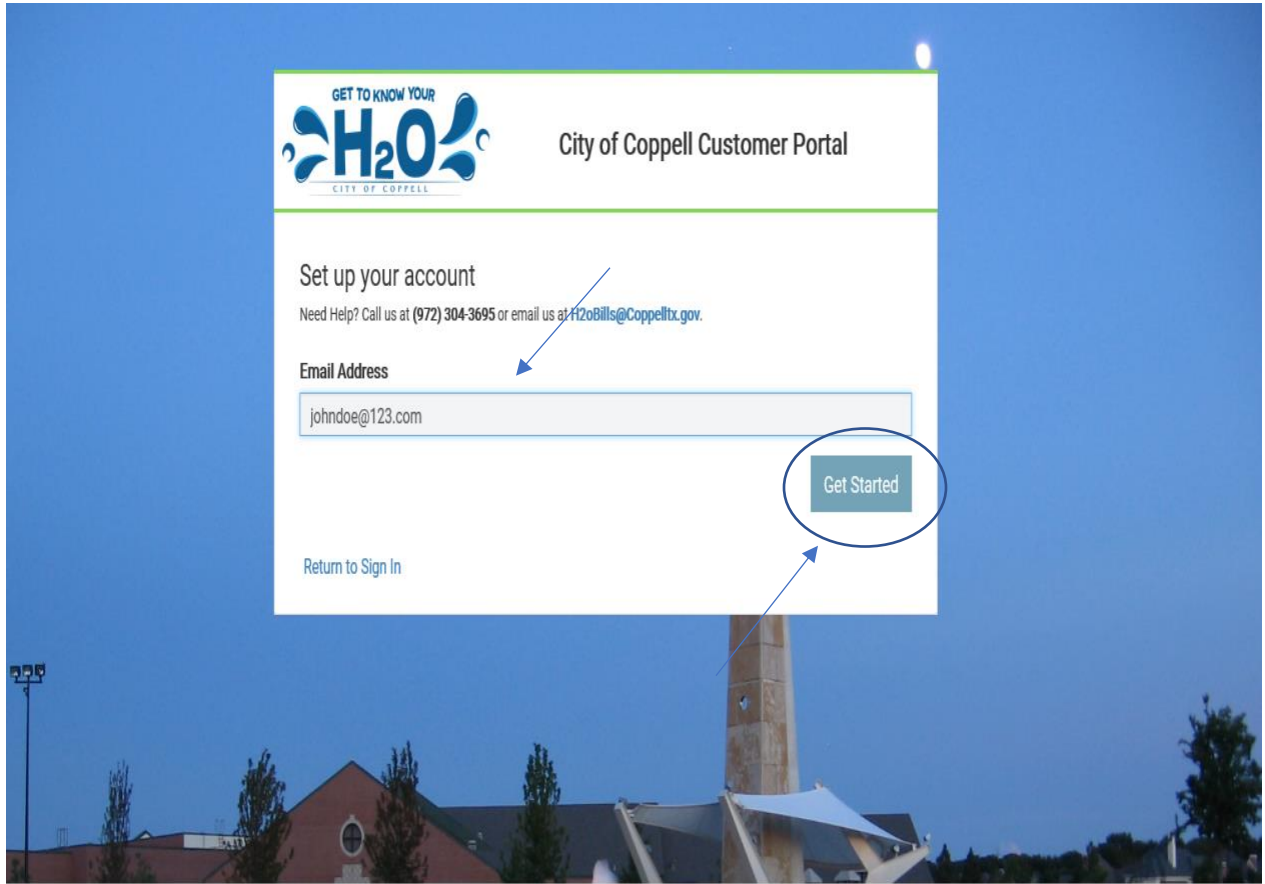
[Sign in](#)

[Forgot password?](#) [Need to set up an account?](#)

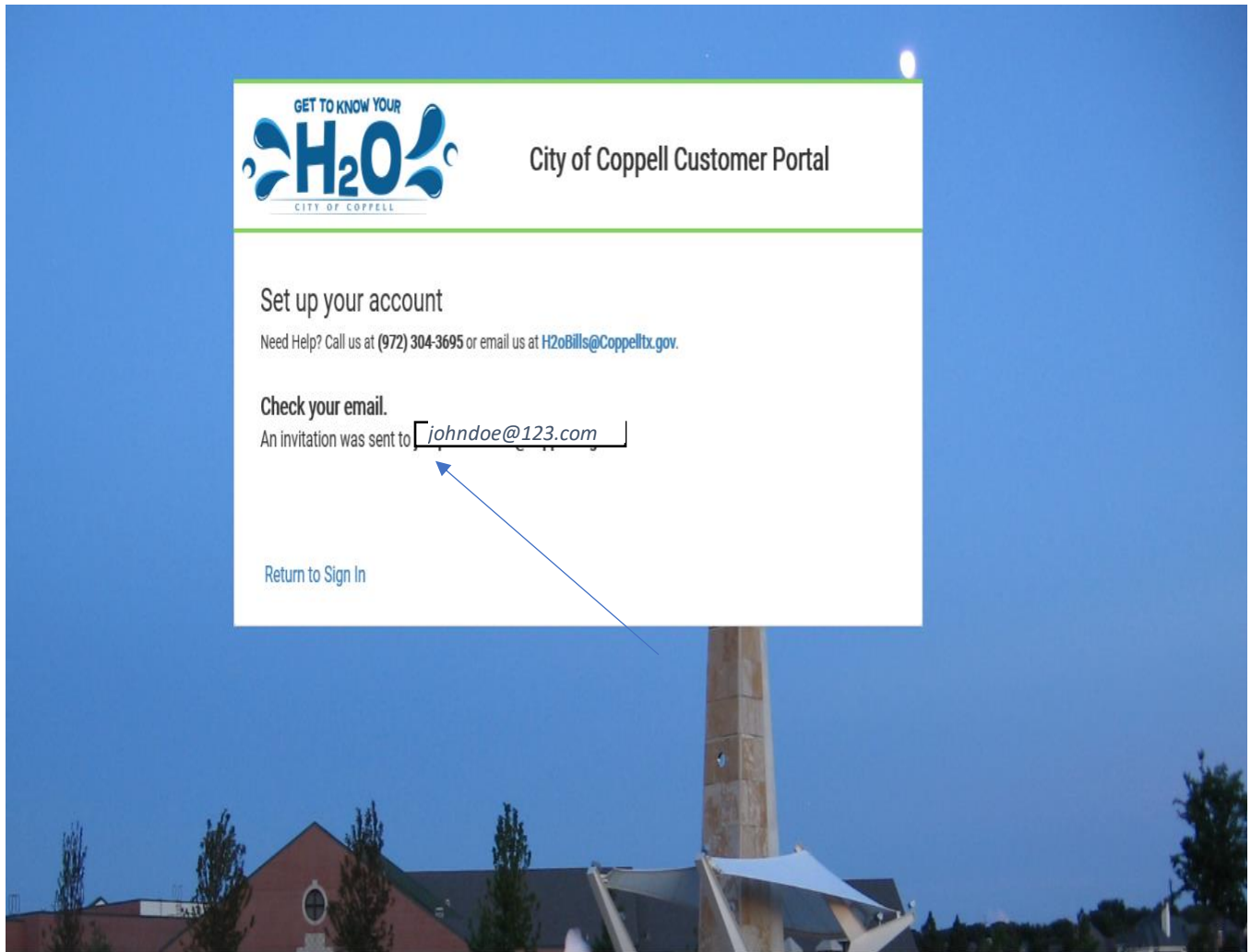
3. The Terms and Conditions agreement will pop up, and you will need to click *I Accept* in order to move forward with the account setup. If you select *I Decline*, you will be sent back to the sign in page, and you will be unable to complete your account setup.



4. You will then enter your email address and click get started.




5. It will then prompt you to check your email.



- You will receive an email similar to the sample below. Click the link in the email or copy the link into your browser to continue.

 11/16/2017 4:36 PM  
donotreply@sensus-analytics.com  
Coppell, TX - Account Signup

 If there are problems with how this message is displayed, click here to view it in a web browser.  
Click here to download pictures. To help protect your privacy, Outlook prevented automatic download of some pictures in this message.



---

### Please complete signup for Coppell, TX Customer Portal

---

Welcome to the Coppell, TX Customer Portal. To complete the signup process, please click the link below or copy the URL into a web browser.

<https://my-cppll.sensus-analytics.com/login.html#/completeSignup/cnNhbGF6YXJAY29wcGVsbHR4LmdvdnwxNTQ5NjU5MTM2MDMwMFRNY21TUUnRDaGVHd1dJeVowRkFzbFFCcXVTU1fzemlwU01ZVkrRDVVVYTU09>

This link will expire in 24 hours.

Questions? Please email us at [H2oBills@Coppelltx.gov](mailto:H2oBills@Coppelltx.gov) or call (972) 304-3695.

This email was sent by [Coppell, TX Customer Portal](#).

7. You will be directed to this page, where you will fill out your information. You will need a copy of your bill for reference, and you will be given the option to receive text messages. Passwords must be at least eight characters long with at least one lower-case and one upper-case character. Your password must also contain at least one number and one special character. Set your language preference to either Spanish or English.

**Set up your account**  
Need Help? Call us at (972) 304-3695 or email us at [H2oBills@Coppelltx.gov](mailto:H2oBills@Coppelltx.gov).

**Email Address**

**Account Number (Found on your Utility Statement)**

**The security token is your house number. (For Assistance, call (972) 304-3695.)**

**Cell Phone for Text Messages (optional)**

**Password** [Rules](#)

**Confirm Password**

Show passwords

**Language**

8. Once you have filled out your information, you will be directed back to the main page. Enter your email address and password to gain access to the customer portal. Congratulations! You have successfully set up your account.

**GET TO KNOW YOUR**  
**H<sub>2</sub>O**  
CITY OF COPPELL

## City of Coppell Customer Portal

**Please Sign in**

Need Help? Call us at (972) 304-3695 or email us at [H2oBills@Coppelltx.gov](mailto:H2oBills@Coppelltx.gov).

**Email Address**

**Password**

Show password

**Sign in**

[Forgot password?](#) [Need to set up an account?](#)